TERRE HAUTE
A LEVEL ABOVE

JOB POSTING

Position: Technology Solutions Specialist   **Dept:** IT Department

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Position Responsibilities (include but are not limited to the following):

- Assists clients with technical support; acts as first level of support for help desk
- The installation, configuration, troubleshooting, and maintenance of desktop software
- The installation, setup and upgrading of Windows OS and device drivers
- Perform the upgrades of PC's and servers with related application software when required
- Provide technical support for network, email, and internet troubleshooting to other software and hardware staff
- Provide Help Desk trouble ticket information for service level tracking in the event of any downtime caused by software problems
- Inform change control with information regarding software upgrades
- Provide prompt and courteous service to all end users and peers
- Maintain and publish documentation on relevant projects and tasks
- On-call for support of IT systems

Knowledge, Skills, and Abilities Required:

- Strong working knowledge of Windows operating systems and Microsoft Office Products necessary.
- Ability to manage multiple priorities, projects and deadlines is necessary
- Strong written and verbal communication skills with attention to detail in all facets of daily work is necessary
- Knowledge of computer networking, computer security and virus eradication experience is necessary
- Strong troubleshooting skills and the ability to follow logical, sequential steps to isolate and remediate computer, printer and network problems
- Excellent team-oriented interpersonal skills
- Critical thinking skills are required,
- Desire to grow in knowledge and experience as well as a willingness to share knowledge with team members and end-users is beneficial
- Citrix, and other terminal services client support ability is beneficial
- Prior helpdesk experience is beneficial
- Audio and/or video capture, editing and storage experience is beneficial

Minimum Qualifications:

- Associate's or Bachelor's degree in a technical area is desirable; equivalent experience is acceptable
- Working knowledge and experience using and supporting Windows operating systems, MS Office product suite, Visio, web browser support, as well as LINUX and other open source software
- Microsoft, CompTIA, Cisco, VMware certifications are very beneficial
- Citrix and other terminal services support ability is beneficial

- Prior helpdesk experience and remote support experience is beneficial
- Application or end-user training experience is beneficial

Physical Requirements:

• Daily use of computer (keyboarding) and office telephony equipment is required.

• While this position commonly entails 50-80% sitting and the remaining time standing or walking, the following physical demands could be associated with this position:

- Lifting or carrying up to 50 pounds (i.e. PC or various network equipment and or tools).
- Pushing or pulling up to 100 pounds (i.e. on a cart or pallet).
- Stooping, kneeling, crouching, climbing, or reaching (i.e. cabling and for installation of various computer equipment).
- Use of traditional computer data entry and interface devices, such as keyboards, mice, trackballs, video display equipment.

How to Apply: Applications/Resumes and professional references will be accepted in person or by mail, fax or email your resume to: City of Terre Haute, Human Resources, 17 Harding Ave, Terre Haute, IN 47807.

Confidential Fax: 812-244-2302   Email: HR@terrehaute.in.gov

Applications will be accepted until the position is filled.